

Food Act 2006

Know your food business

A self-assessment guide to the Food Safety Standards

Know your food business

Published by the State of Queensland (Queensland Health),
October 2016



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For more information contact:

Food Safety Standards and Regulation, Department of Health
GPO Box 48, Brisbane QLD 4001
email foodsafety@health.qld.gov.au
phone 07 3328 9310.

An electronic version of this document is available at
www.health.qld.gov.au

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Who should use the checklist

Compliance with the *Australia New Zealand Food Standards Code* (the Code) is mandatory for all food businesses under the *Food Act 2006*. The Food Safety Standards are a component of the Code and relate to food safety practices, food premises and equipment. Penalties can be issued to food businesses that fail to comply with the Code.

This checklist has been designed to assist food businesses make a self-assessment of their level of compliance with the Food Safety Standards. It was developed in consultation with various industry representatives and is suitable for use by all businesses involved in the handling, storing, and sale of food in Queensland including food retailers, food service and take-away food businesses, catering, manufacturing and transporters of food. In fact, any business selling food would benefit from using this self-assessment checklist to see how well they know your food business in terms of the food safety requirements.

Know your food business has been developed as a guide only. Advice specific to the food handling operations of your business and your compliance

with the Food Safety Standards should always be obtained from the local government where your food business is located.

How to use the checklist

Each heading of the checklist references the relevant section of the Food Safety Standards. General information, definitions, explanation of terms and interpretive guidelines are available in *Safe Food Australia - A guide to the Food Safety Standards* available at: www.foodstandards.gov.au/code

The questions are located throughout the document in **blue** font for ease of reference. By working your way through the document and answering the questions, you will learn about the food safety issues that an environmental health officer will be looking for during routine food premises inspections.

There are also a number of templates at the back of the document which you may choose to use within your food business.

This checklist is a guide only and information specific to your food business should be sought from an environmental health officer from your local government.

Your food business details

Business name _____

Address of food business _____

Telephone _____ Email _____

Name of the local government for the area the food business is located _____

Name of licensee _____

Name of food safety supervisor _____

Food safety supervisors contact phone number _____

Date of completion of this self-assessment _____

Date of next self-assessment _____

Name of person completing self-assessment _____

Food safety practices and general requirements

Standard 3.2.2A Food Safety Management Tools

Standard 3.2.2A requires specified food businesses to have two or three food safety management tools depending on activities undertaken. The three food safety management tools include:

- A food safety supervisor that has been certified within the past five years
- Food handlers with skills and knowledge
- Evidence tools (record keeping)

Standard 3.2.2A classifies businesses as category one or category two food businesses.

A **category one** business is a food business that:

- a. Is a caterer or a food service; **and**
- b. Processes unpackaged potentially hazardous food, into a food that is potentially hazardous and ready-to-eat.

A category one food business must implement all three food safety management tools.

Examples of category one businesses include: restaurant, takeaway outlets, caterers, and bakeries.

A **category two** business is a food business that offers food for retail sale that is potentially hazardous and ready-to-eat, where the food:

- a. was received unpackaged by the food business or was unpackaged by the food business after receipt; **and**
- b. was not made or processed (other than slicing, weighing, repacking, reheating or hot-holding the food) by the food business.

A category two food business must implement two food safety management tools including a food safety supervisor that has been certified within the past five years, and all food handlers must be trained or have appropriate skills and knowledge commensurate with activities undertaken.

Examples of category two businesses may include retail businesses such as delicatessens, market stalls, service stations, and convenience stores.

Food Safety supervisors

Under the *Food Act 2006*, every licensable food business in Queensland is required to have a food safety supervisor.

A food safety supervisor takes a lead role in supervising food safety in a food business. A food safety supervisor must be 'reasonably available' at all times the business is operating. A food safety supervisor, for a food business, means a person who:

- knows how to recognise, prevent and alleviate food safety hazards of the food business;
- have skills and knowledge in matters relating to food safety relevant to the food business; and
- have the authority to supervise and give directions about matters relating to food safety to persons who handle food in the food business.

Being 'reasonably available' means the food safety supervisor is located on the premises whenever food handling of high-risk unpackaged foods is being undertaken or is able to be easily contacted (for example, by phone), if established food handling procedures are in place at the business and staff are well trained to follow them.

1. a) Does your food business have a nominated food safety supervisor?

Yes ☐ No ☐

b) Is your food safety supervisor reasonably available at all times food is being handled at the food business?

Yes ☐ No ☐

How do I obtain certification as a food safety supervisor?

A food safety supervisor certificate for category one and category two food businesses must be obtained from a registered training organisation (RTO) at least every five years. The specific competencies depend on what sector the food safety supervisor works, and relates to the following food sectors:

- food processing
- retail and hospitality
- health and community services
- transport and distribution.

A food safety supervisor certificate for category one and category two businesses must be obtained from a registered training organisation (RTO). An RTO may be a TAFE college, adult and community education provider, private provider, community organisation, school, higher education institution, industry body or other organisation meeting the relevant registration requirements. Training may be completed face-to-face or online.

For further details on the required training visit, https://www.health.qld.gov.au/_data/assets/pdf_file/0027/813618/food-safety-supervisors.pdf

To find an RTO, visit the Australian Government website <http://training.gov.au>

2. a) Has your food safety supervisor undertaken the required competency unit/s for the food sector in which the food business operates?

Yes ☐ No ☐

b) Has your food safety supervisor completed their training qualification within the past five years (if your business is a category one or two business)?

Yes ☐ No ☐

Food handling – skills and knowledge

The *Food Act 2006* places obligations on food business licensees and food handlers in relation to the safe handling of food. The food safety standards in chapter 3 of the Code set out health and hygiene requirements for food handlers. Clause 3 of Standard 3.2.2 of the Code requires a food business to ensure that all persons undertaking or supervising food handling have skills and knowledge in food safety and food hygiene matters commensurate with their work activities.

Food handlers must have completed a food safety training course or have skills and knowledge of food safety and hygiene matters commensurate with their work activities. The food safety training course must include information on safe handling of food; and food contamination; and cleaning and sanitising of food premises and equipment; and personal hygiene.



How do I get 'skills and knowledge'

Businesses may use FREE online food safety training programs (e.g., I'm Alert or DoFoodSafely are recognised by enforcement agencies), courses from vocational training providers, or training developed by the business. An internal program may be tailored to the business' own activities and procedures, but it **must** cover:

- safe handling of food; and
- food contamination; and
- cleaning and sanitising of food premises and equipment; and
- personal hygiene.

Note: Free food handler training is available at: <https://www.qld.gov.au/health/staying-healthy/food-pantry/training-and-teaching-resources/resources-food-businesses#training>



3. Have all food handlers completed a food safety training course or have skills and knowledge of food safety and hygiene matters commensurate with their work activities?

Yes ☐ No ☐

4. a) Do you raise funds solely for community or charitable causes and not for personal financial gain?

Yes ☐ No ☐

- b) Is your food business exempt from the requirement of a food business license?

Yes ☐ No ☐

If you answered yes to Question 4 a) and b), the Queensland Health publication Food Safety for Fundraising Events may be a helpful food safety resource and is available at https://www.health.qld.gov.au/_data/assets/pdf_file/0024/441528/fundraising-events.pdf

For more information about needing a food business license, please see <https://www.qld.gov.au/health/staying-healthy/food-pantry/starting-a-food-business/food-business-licences/do-i-need-a-food-business-licence>

Note: if you do not require a food business license, you are exempt from the requirements to comply with Standard 3.2.2A.

- adequate processing (e.g cooking, acidifying, fermenting) of potentially hazardous foods
- minimisation of the time potentially hazardous foods are out of temperature control during processing
- cooling of potentially hazardous foods within the specified time and temperature limits
- reheating of potentially hazardous foods rapidly to the required temperature
- adequate cleaning and sanitisation of food services and equipment.

Record Keeping Evidence of food safety practices

Category one businesses are required to substantiate food safety management of prescribed activities. This means that either records of critical food safety risks must be maintained, or management of food safety activities must be demonstrated through other suitable means to an environmental health officer. The prescribed activities in Standard 3.2.2A relate to:

- receipt, storage, display and transport (if applicable) of potentially hazardous foods under temperature control



What is a record?

A 'record' means a document or object in any form (including electronic) that is kept for information it contains or that can be obtained from it. For example:

- writing or other entries on paper or electronic templates
- written instructions that have been verified (e.g., a validated recipe or standard operating procedure)
- notes on invoices (e.g., temperature of food received)
- data logger information in a graph
- photos or video footage.

A record may also be information recorded in another way.

Records should be made each day the business is engaged in prescribed activities and:

- Should include the date (and time, if appropriate) the record was made and which food or activity it relates to
- Must be available to an environmental health officer (or business personnel that need them) on request.
- Must be kept for at least 3 months after they are made.

However, a record may not be needed if the business can show an environmental health officer another that they have adequately managed the food safety risks.

5. If you are a category one business, are records of critical food safety risks maintained? Alternatively, is management of food safety activities demonstrated through other suitable means?

Yes ☐

No ☐



Receiving food

Food Safety Standard 3.2.2 (clause 5)

Please tick all foods listed below that are used in your food business. Use this table as a reference as you complete the checklist as some questions relate to specific food types.

Potentially hazardous food	No	Yes
Frozen foods	<input type="checkbox"/>	<input type="checkbox"/>
Chilled foods	<input type="checkbox"/>	<input type="checkbox"/>
Raw meat	<input type="checkbox"/>	<input type="checkbox"/>
Smallgoods	<input type="checkbox"/>	<input type="checkbox"/>
Cooked meat products	<input type="checkbox"/>	<input type="checkbox"/>
Ready-to-eat fish/seafood	<input type="checkbox"/>	<input type="checkbox"/>
Dairy products	<input type="checkbox"/>	<input type="checkbox"/>
Pasta salad	<input type="checkbox"/>	<input type="checkbox"/>
Eggs	<input type="checkbox"/>	<input type="checkbox"/>
Other (please describe)	<input type="checkbox"/>	<input type="checkbox"/>

Potentially hazardous food	No	Yes
Non-potentially hazardous food	No	Yes
Uncut fresh fruit	<input type="checkbox"/>	<input type="checkbox"/>
Uncut fresh vegetables	<input type="checkbox"/>	<input type="checkbox"/>
Shelf-stable condiments	<input type="checkbox"/>	<input type="checkbox"/>
Bread/bakery products	<input type="checkbox"/>	<input type="checkbox"/>
Canned food	<input type="checkbox"/>	<input type="checkbox"/>
Water	<input type="checkbox"/>	<input type="checkbox"/>
Unpackaged snack food	<input type="checkbox"/>	<input type="checkbox"/>
Other (please describe)	<input type="checkbox"/>	<input type="checkbox"/>

6. Do you have a record of the name and address of each food supplier?

Yes ☐ No ☐



Create your own copy of a supplier record list (see Template 2)

7. Can you demonstrate that food received is checked that:

a) potentially hazardous foods are at 5°C or below or 60°C or above?

Yes ☐ No ☐

b) frozen foods are frozen hard and do not show signs of prior thawing?

Yes ☐ No ☐



- c) eggs are stamped and rejected if they are cracked or dirty

Yes ☐ No ☐

- d) packaging is clean and intact/undamaged?

Yes ☐ No ☐

- e) the name and address of the manufacturer or packer has been provided?*

Yes ☐ No ☐

- f) the name of the food and lot identification has been provided?*

Yes ☐ No ☐

- g) date markings are within their 'Best Before' or 'Use-By' date?*

Yes ☐ No ☐

- h) there is no evidence of physical, chemical or pest contamination?

Yes ☐ No ☐

- i) all delivery vehicles are clean and no other materials are stored in the same area as the food?

Yes ☐ No ☐

8. Do you always reject food that does not meet the requirements in Question 8?

Yes ☐ No ☐

9. Do you record the details of food receipt checks and rejected food (if any)?

Yes ☐ No ☐

* For more information about food labelling requirements, see the Queensland Health publication 'Label Buster – a guide to the Food Standards Code labelling requirements for food businesses'.



Develop your own incoming food checklist (see Template 3)

Food storage

Food Safety Standard 3.2.2 (clause 6)

10. Is food stored so that:

- a) it is protected from contamination? (eg. covered, not on cool room floor)

Yes ☐ No ☐

- b) environmental conditions (eg. temperature, humidity, lighting) do not affect its safety or suitability?

Yes ☐ No ☐

11. Does frozen food remain frozen during storage?

Yes ☐ No ☐

12. Are potentially hazardous foods refrigerated at or below 5°C?

Yes ☐ No ☐

Food processing

Food Safety Standard 3.2.2 (clause 7)

13. When processing food, do you:

- a) take steps to prevent the food being contaminated?

Yes ☐ No ☐

- b) use a step known to achieve microbiologically safe food (eg. thorough cooking)?

Yes ☐ No ☐

14. Do you minimise the time that food remains between 5°C and 60°C when processing?

Yes ☐ No ☐

15. Can you demonstrate that potentially hazardous food is cooled:

a) from 60°C to 21°C within two hours?

Yes ☐ No ☐

b) from 21°C to 5°C within an additional four hours?

Yes ☐ No ☐

If you answered **no** to either of 16 a) or 16 b), can you demonstrate that an alternative process is used that does not affect the safety of the food?

Yes ☐ No ☐

Describe: _____

16. Is potentially hazardous food rapidly re-heated to 60°C (within 2 hours)

Yes ☐ No ☐

If **no**, is an alternative heating process in place that does not affect the safety of the food?

Yes ☐ No ☐

Describe: _____

Food display

Food Safety Standard 3.2.2 (clause 8)

17. Is all displayed food adequately protected from contamination?

Yes ☐ No ☐

18. When unpackaged ready-to-eat food is displayed for self-service, do you provide:

a) supervision so that any food contaminated by customers is immediately removed from display?

Yes ☐ No ☐

b) separate serving utensils or an individual dispensing method for each food?

Yes ☐ No ☐

c) protective barriers to prevent contamination?

Yes ☐ No ☐

If no, describe: _____

19. Is displayed potentially hazardous food kept at 5°C or below, or 60°C or above?

Yes ☐ No ☐

a) if no, does this food remain between 5°C and 60°C for more than two hours?

Yes ☐ No ☐

b) if you answered yes, to 19(a) does this food remain between 5°C and 60°C for more than two hours?

Yes ☐ No ☐



If you answered yes to Question 19(b) this is a dangerous practice and must change! Refer to the Food Standards Australia New Zealand publication *Safe Food Australia - A guide to the Food Safety Standards*, 'The use of time as a control for potentially hazardous food'.





20. If food is meant to be displayed frozen, is it displayed frozen?

Yes ☐ No ☐

Food packaging

Food Safety Standard 3.2.2 (clause 9)

21. Is all food packaging material:

a) suitable for food contact purposes and unlikely to contaminate food?

Yes ☐ No ☐

b) protected from contamination during storage?

Yes ☐ No ☐

22. Is food protected from being contaminated during the packaging process?

Yes ☐ No ☐

Food transportation

Food Safety Standard 3.2.2 (clause 10)

23. When you transport food, is it:

a) protected from contamination?

Yes ☐ No ☐

b) kept frozen solid (if it is potentially hazardous)?

Yes ☐ No ☐

c) kept at 5°C or below, or 60°C or above (if it is potentially hazardous)?

Yes ☐ No ☐

d) if no, can you demonstrate that keeping this food between 5°C and 60°C during transportation does not adversely affect the microbiological safety of the food?

Yes ☐ No ☐

Describe: _____

Food disposal

Food Safety Standard 3.2.2 (clause 11)

24. Do you ensure that food for disposal is:

a) kept separate from other food until it can be disposed?

Yes ☐ No ☐

b) clearly identified as food for disposal?

Yes ☐ No ☐

Food recall

Food Safety Standard 3.2.2 (clause 12)

25. Do you wholesale, manufacture or import food?

Yes ☐ No ☐

If **yes**, continue. If **no**, go to Question 29.

26. Do you have a food recall system?

Yes ☐ No ☐

If no, you must develop a system to retrieve food in the event of unsafe food being released into the food supply.



Get assistance with developing your own recall plan by referring to the 'Food Industry Recall Protocol, 7th edition' from FSANZ at www.foodstandards.gov.au

27. If you answered yes to Question 26, is this recall system:

a) a written document available on request?

Yes ☐ No ☐

b) used when recalling unsafe food?

Yes ☐ No ☐

Health and hygiene requirements

General duties of food businesses

Food Safety Standard 3.2.2 (clause 18)

28. Have all food handlers been informed of their health and hygiene obligations?
Yes ☐ No ☐
29. Do you ensure any information provided by a food handler is not disclosed to another person, except the business proprietor or an authorised person under the *Food Act 2006*?
Yes ☐ No ☐
30. Do you ensure that food handlers and other persons (eg. visitors, tradespeople) do not:
a) contaminate food?
Yes ☐ No ☐
b) have unnecessary contact with ready-to-eat food?
Yes ☐ No ☐
c) spit or smoke in areas where there is food or surfaces that are likely to come in contact with food?
Yes ☐ No ☐

TIP

Go to Templates 4 and 5 for assistance with advising staff of their legal obligations. You may also wish to develop a policy for visitors or maintenance people that may enter your food preparation area from time to time to ensure that they do not contaminate the food.

Health of persons who handle food – duties of food businesses

Food Safety Standard 3.2.2 (clause 16)

31. Can you demonstrate that food handlers do not handle food if they are:
a) known to be suffering from a foodborne illness or are a carrier of a foodborne illness
Yes ☐ No ☐
b) or known or reasonably suspected to have a symptom of a foodborne illness, and where there is a reasonable likelihood that they will contaminate food?
Yes ☐ No ☐
32. If a person is excluded from handling food, are they permitted to resume food handling activities only on medical consent?
Yes ☐ No ☐
33. In relation to Questions 32 and 33:
a) do you have a documented food handling exclusion policy?
Yes ☐ No ☐
b) have your employees been advised of their relevant legal obligations?
Yes ☐ No ☐



Go to Appendix 2 for an example of a food handler policy.

34. Do you ensure that a person, known or reasonably suspected to be suffering from a condition, which is transmissible via food and who continues to engage in food handling activities for the business:

a) takes all practicable measures to prevent food contamination?

Yes ☐ No ☐

b) has been advised of their relevant legal obligations?

Yes ☐ No ☐

36. Are hand-wash facilities used for washing hands only?

Yes ☐ No ☐

37. Does your food business only operate from temporary food premises or a domestic dwelling?

Yes ☐ No ☐



If you answered yes to Question 37, you may apply to your local government for an exemption to the requirement for dedicated, permanent hand washing facilities.

Contact your local government environmental health officer to find out more.

Hygiene of food handlers – duties of food businesses

Food Safety Standard 3.2.2 (clause 17)

35. Do you maintain each hand-washing facility with:

a) a constant supply of warm (approximately 40°C), running water?

Yes ☐ No ☐

b) soap / liquid dispensing detergent?

Yes ☐ No ☐

c) single use towels or other method for effectively drying hands?

Yes ☐ No ☐

d) a bin for used towels, if towels are used?

Yes ☐ No ☐

Cleaning, sanitising and maintenance

Cleanliness

Food Safety Standard 3.2.2 (clause 19)

38. Do you maintain the food premises in a clean condition at all times free of dirt, grease and other visible matter?

Yes ☐ No ☐

39. Are all fixtures, fittings and equipment, clean and sanitary, free from food waste, dirt, grease and other visible matter?

Yes ☐ No ☐

40. Are all food transport vehicles kept clean and sanitary at all times?

Yes ☐ No ☐

Cleaning and sanitising of specific equipment

Food Safety Standard 3.2.2 (clause 20)

41. Do you ensure that all food contact surfaces (eg. chopping boards, preparation surfaces, processing equipment) are clean and sanitary at all times?

Yes ☐ No ☐

42. Do you ensure that eating and drinking utensils are clean and sanitised immediately before each use?

Yes ☐ No ☐



Develop your own cleaning and sanitising program, see Appendix 3.

Maintenance

Food Safety Standard 3.2.2 (clause 21)

43. Is the food premises in a good state of repair and working order, having regard to the use of these areas?

Yes ☐ No ☐

44. Are all fixtures, fittings and equipment in the food premises, in a good state of repair and working order, having regard to their use?

Yes ☐ No ☐

45. Are all food transport vehicles in a good state of repair and working order?

Yes ☐ No ☐

46. Are chipped, broken or cracked eating or drinking utensils disposed of?

Yes ☐ No ☐

If no, detail timeframes: _____

Temperature measuring devices

Food Safety Standard 3.2.2 (clause 22)

47. Do you have a probe thermometer that:
a) is readily accessible to food handlers?

Yes ☐ No ☐

- b) measures the internal temperature of potentially hazardous food to an accuracy of +/- 1°C?

Yes ☐ No ☐

48. If yes, is it used to regularly monitor temperature of potentially hazardous food?

Yes ☐ No ☐

49. Is the probe attachment cleaned and sanitised before and after each use?

Yes ☐ No ☐

50. Do you routinely check the accuracy of the thermometer(s)?

Yes ☐ No ☐



Calibrating thermometers

All food handling operations that prepare and serve potentially hazardous foods must have a temperature measuring device (thermometer) that is readily accessible and can accurately measure the temperature of potentially hazardous food to +/- 1°C.

Food businesses can check the accuracy of thermometers using the following procedure:

ICE SLURRY

1. Fill a medium size glass with ice (crushed is best) add a little water to make a slurry
2. Place the probe of the thermometer in the ice slurry. Wait until the reading stabilises.
3. The thermometer should read 0°C. To be accurate the thermometer should read between -1°C and 1°C.

BOILING WATER

1. Boil a pot of water on the stove for 5 minutes.
2. While the water is boiling, place the probe of the thermometer in the water.
3. Wait until the reading stabilises. The temperature should be 100°C. To be accurate the thermometer should read between 99°C and 101°C.

Single use items

Food Safety Standard 3.2.2 (clause 23)

Single use items are intended by the manufacturer to be used only once in connection with food handling. Examples include disposable gloves, plastic drinking straws and plastic cutlery, disposable takeaway containers, wrappers and packaging.

51. Do you discard single use items that have been used or become contaminated?

Yes ☐ No ☐

52. Are single use items adequately protected from contamination prior to use?

Yes ☐ No ☐

Animals and pests

Food Safety Standard 3.2.2 (clause 24)

53. Do you:

a) exclude live animals (except fish, shellfish or crustaceans) in food handling areas?

Yes ☐ No ☐

b) prevent pests entering the food premises?

Yes ☐ No ☐

c) undertake pest control to eradicate and prevent the harbourage of pests?

Yes ☐ No ☐



A food business may permit dogs to be present in outdoor dining areas under certain circumstances.



Note when last pest control was undertaken and when next service is due.

Last service:

Next service:

Congratulations!

You have now completed the self-assessment guide.

Please keep this completed document for your records and action any areas of improvement that you have identified to make your food business safer.

It is recommended that you repeat this checklist at least every 12 months or when circumstances in your food business change (eg. remodelling or change of management/staff) or a change in food practices.

Appendix 1

Where to go for more information and assistance

Further information is available on The Food Pantry, including:

- Running a food business
- Food safety supervisors
- Food handlers
- Free food handler training and resources

Read more from Food Standards Australia and New Zealand about:

- Australian New Zealand Food Standards Code
- Food Safety Standards (Chapter 3)
- Safe Food Australia – A guide to the Food Safety Standards
- Standard 3.2.2A Food Safety Management Tools guideline
- Free evidence tool template examples

For more information about food business requirements in relation to food safety practices and training or keeping evidence tools, please contact your local government





Appendix 2

Food handler policies

Food businesses have specific responsibilities relating to the health of people who handle food, the provision of hand washing facilities, advising food handlers of their health and hygiene obligations and the privacy of food handlers.

The following policies are samples that may be used and adapted to meet the needs of your business.

The health of persons who handle food and preventing food contamination

It is very important that people who may be suffering from or carrying certain illnesses, or suffering from some conditions do not handle food or food contact surfaces. This is particularly important if they are likely to contaminate food while they are working.

Sample policy on food handler exclusion

A food handler has:	The food handler will:
One or more of the following symptoms of foodborne illness: <ul style="list-style-type: none">• Diarrhoea• Vomiting• Sore throat with fever• Fever• Jaundice	<ol style="list-style-type: none">1. Immediately inform the supervisor2. Seek medical attention3. Not return to work until they have been symptom-free for 48hrs
Been diagnosed with any of the following foodborne diseases: <ul style="list-style-type: none">• Hepatitis A• Norovirus• Typhoid fever• Shigellosis• Staphylococcal or Streptococcal disease	<ol style="list-style-type: none">1. Cease all contact with food and food contact surfaces2. Not return to food handling duties until medical clearance is provided
<ul style="list-style-type: none">• Exposed wound or cut• Infected skin sore• Any discharge from their ears, nose or eyes	<ol style="list-style-type: none">1. Cover with a bandage and highly visible waterproof covering.2. Take medication to stop any nasal or other discharge that may contaminate food
The Manager/Supervisor will not disclose any of the above medical information to anyone without the consent of the food handler, with the exception of the proprietor of the business or an authorised person under the Act (Environmental Health Officer). This business will not use this information for any purpose other than to protect food from contamination.	

Telling food handlers about their health and hygiene responsibilities

Food businesses must tell all of their food handlers about their health and hygiene requirements.

The requirements are set out in Standard 3.2.2. Food Safety Practices and General Requirements

The requirements are designed to ensure that food handlers do whatever is reasonable to make sure that they do not contaminate food. For further information on food safety requirements, see the <https://www.qld.gov.au/health/staying-healthy/food-pantry/starting-a-food-business/food-safety-laws/food-safety-regulation>



Appendix 3

Information on cleaning and sanitising

Food businesses must maintain their premises at a high standard of cleanliness. This includes the fixtures, fittings and equipment, as well as those parts of vehicles that are used to transport food. The standard of cleanliness must ensure that there is no accumulation of garbage, recycled matter, food waste, dirt, grease or other visible matter.

Processing fresh food using dirty equipment will transfer contamination and possibly harmful bacteria. Food utensils and equipment must be cleaned and sanitised before each use and between use for raw food and ready-to-eat food.

Equipment and utensils must be cleaned and sanitised if they are used to prepare or process potentially hazardous foods, eg. meat slicers. The surfaces that food may come in contact with must also be cleaned and sanitised.

It is important to understand that cleaning and sanitising are separate procedures and staff responsible for this task should have appropriate training to ensure that it is done correctly.

Cleaning is the process that removes visible contamination such as food, waste, dirt and grease from a surface. This process is usually achieved by the use of hot water and detergent. During the cleaning process, microorganisms will be removed but the cleaning process is not designed to destroy microorganisms.

Sanitising is a process that reduces the numbers of microorganisms present on a surface. This is usually achieved by the use of both heat and water, or by chemicals.

Cleaning and sanitising should usually be done as separate processes. A surface needs to be thoroughly cleaned before it is sanitised, as sanitisers are usually unlikely to be effective in the presence of food residues and detergents.

Planning for cleaning

When planning your cleaning and sanitising program, remember the following points:

- Ensure that appropriate products (e.g. chemicals, detergents) and equipment (e.g. mops, buckets, brooms, cloths) are provided for each task and that they are clean prior to use.
- Determine the frequency for cleaning areas and equipment within the kitchen and record on a cleaning and sanitising procedure.
- Determine the procedure to be used for cleaning and sanitising (e.g. use of dishwasher, manually washing with chemical sanitiser).
- Disassemble all equipment such as stick blenders, food processors, vitamisers and meat slicers to ensure that they can be thoroughly cleaned and sanitised.
- Use single-use paper towels rather than tea towels or cloths. If you use tea towels, they must be washed in hot water and allowed to dry after every use.
- Use food-grade detergents and sanitisers, always following the manufacturer's instructions.
- Keep cleaning chemicals away from food storage areas.

- A dishwasher will sanitise most small equipment, cutlery, plates and glasses.
- Make sure the containers for garbage and recycled matter are large enough for the amount of waste you produce and are capable of being easily cleaned.

Cleaning procedures and records

A **cleaning procedure** is a set of written instructions that describe everything that needs to be done to keep your business clean. It sets out the tasks of cleaning and sanitising, how often each job needs to be done, how it should be done, and who should do it.

A **cleaning record** is a way of documenting that the cleaning tasks have been done by the responsible personnel.

What does a cleaning procedure and record look like?

Begin at the back of your premises and write down every piece of equipment that needs to be cleaned as you walk towards the front.

Then, write down how you will clean that piece of equipment, how often you will clean it, what materials and chemicals will be used and who will do the cleaning. These instructions will be noted on the cleaning procedure.

Six steps to proper cleaning

1. **Pre-clean:** Scrape, wipe or sweep away food scraps and rinse with water.
2. **Wash:** Use hot water and detergent to take off any grease and dirt. Soak if needed.
3. **Rinse:** Rinse off any loose dirt or detergent foam.
4. **Sanitise:** Use a sanitiser to kill any remaining germs.
5. **Final rinse:** Wash off sanitiser. (read sanitiser's instructions to see if you need to do this).
6. **Dry:** Allow to drip-dry.

How to sanitise

Most food poisoning bacteria are killed if they are exposed to chemical sanitisers, heat, or a combination of both.

To sanitise:

- soak items in water at 77°C for 30 seconds; or
- use a commercial sanitiser following the manufacturer's instructions; or
- soak items in water which contains bleach. The water temperature required will vary with the concentration of chlorine. The table following shows the amount of bleach required and the corresponding water temperature to make sanitising solutions.

	With household bleach (4% chlorine)			With commercial bleach (10% chlorine)		
	49°C	38°C	13°C	49°C	38°C	13°C
Minimum water temperature	49°C	38°C	13°C	49°C	38°C	13°C
Concentration required	25 ppm	50 ppm	100 ppm	25 ppm	50 ppm	100 ppm
5 litres	3.12 mL	6.25 mL	12.5 mL	1.25 mL	2.5 mL	5 mL
10 litres	6.25 mL	12.5 mL	25 mL	2.5 mL	5 mL	10 mL
50 litres	31.25 mL	62.5 mL	125 mL	12.5 mL	25 mL	50 mL

ppm – parts per million

Blank cleaning record sheets are on Template 1 for you to photocopy and use if you choose, however, you may use any format appropriate for your food business.



Appendix 4

2-hour/4-hour guide for potentially hazardous food

The 2-hour/4-hour rule is a rule of thumb that has been designed to help businesses deal with some of the practicalities of handling ready-to-eat potentially hazardous food. It recognises there may be several circumstances where this type of food is kept at temperatures above 5°C and below 60°C for convenience; for example while preparing food at a kitchen bench or displaying food in an open environment for self service.

The rule provides options for what can be safely done with the food, depending on how long it has been at temperatures between 5°C and 60°C. If the total time is:

- **less than 2 hours, the food may be used, or refrigerated for later use**
- **between 2 and 4 hours, the food may still be used up to 4 hours**
- **4 hours or longer, the food must be thrown out.**

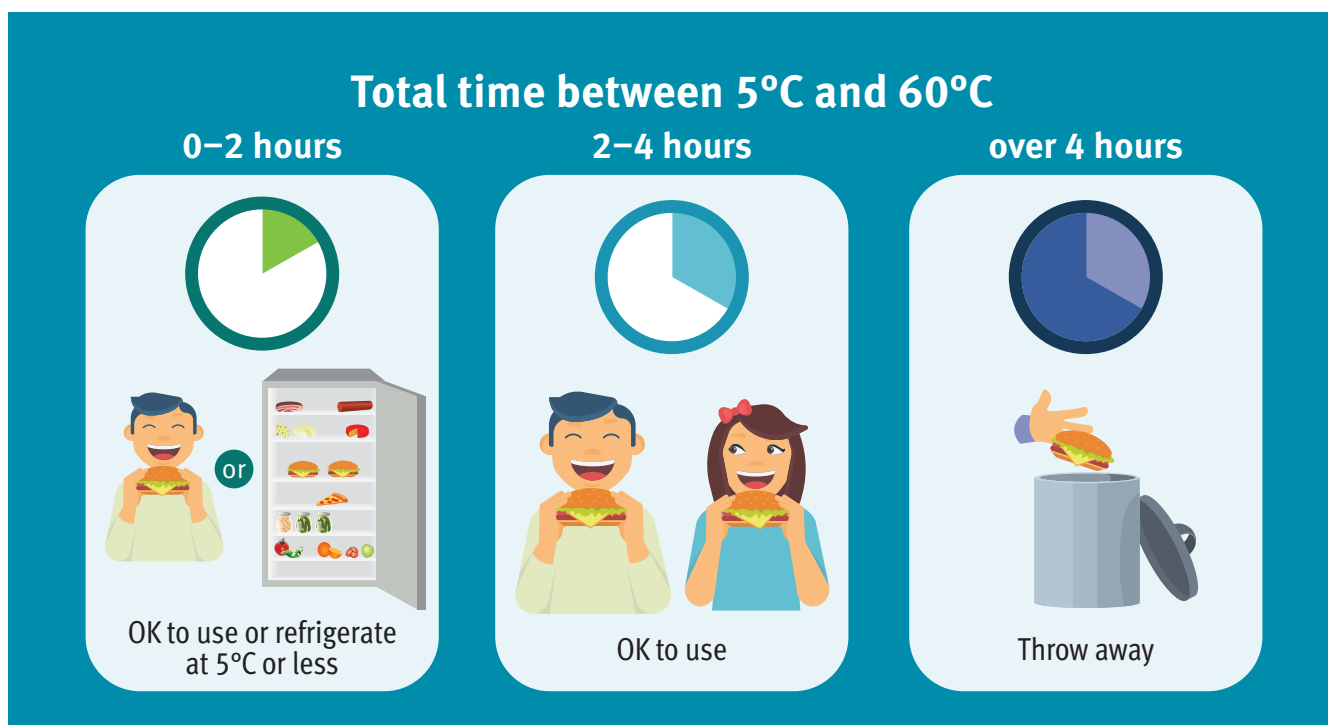
It is important to note that the total time is the **sum** of any periods that the food is at temperatures between 5°C and 60°C (i.e. the time is cumulative). For example, the time includes food preparation steps (e.g. making sandwiches or sushi) plus any storage, transport and display time if these steps were done at temperatures between 5°C and 60°C.

The 2-hour/4-hour rule was generally designed for all potentially hazardous food that is ready-to-eat (see Standard 3.2.2 clause 1 interpretation). However, extra caution may be necessary for some ready-to-eat foods, such as those containing raw meat, seafood or raw eggs that present a higher risk for pathogen growth.

How does the 2-hour/4-hour rule work in practice?

A. Cold food brought out of refrigeration:

- Timing should start from when ready-to-eat potentially hazardous food is brought out of refrigeration.
- If food is held for no more than 2 hours above 5°C, it should be safe to put back in the refrigerator to use another day.
- Food can be used, sold or discarded within 4 hours.
- Once food has been held for a total of 4 hours above 5°C, the time limit is exceeded and it must be discarded.
- The time is cumulative: all time periods where the food is out of temperature control are counted. This includes food preparation time, any subsequent transport time (e.g. transferring from a caterer's business to the place of consumption, or from a preparation kitchen to a market stall) and any time periods that food is held for service or display.
- If food has been held above 5°C for a period and then placed back in refrigeration for future use (i.e. the 2-hour component of the rule has been used), that period must be counted towards the total 4 hours once it is brought out of refrigeration.



The 2-hour/4-hour rule

Extra caution may be necessary in some cases.

Some foods, for example raw or lightly cooked egg products or products containing meat that are ready-to-eat, may present a higher risk for pathogen growth because of an increased likelihood that pathogens will be present or because the food provides a good growth medium for pathogens. These foods should not be kept at higher ambient temperatures (e.g. > 25°C) for more than 4 hours; a maximum of 2 hours is advised. Extra caution is also advised with foods served to vulnerable people (young, elderly, ill or pregnant). It is also advised that foods containing raw eggs (e.g. aioli) are disposed of at the end of a day's trade, due to the increased risk of pathogen contamination.

B. Hot/warm food held at temperatures below 60°C:

- Timing should start from when the temperature of the ready-to-eat potentially hazardous food drops below 60°C (e.g. as checked with a probe thermometer).
- If hot food is held no more than 2 hours below 60°C, it should be safe to put in the refrigerator for use another day, provided the food is brought to 5°C or below as quickly as possible.
- Food can be used, sold or discarded within 4 hours.
- Once hot food has been held for a total of 4 hours below 60°C, the time limit is exceeded and it must be discarded.

Template 1

Cleaning and sanitising records

Daily cleaning and sanitising List areas or equipment to be cleaned on a daily basis					Week starting ____ / ____ / ____			
Area/ Equipment	Responsible person	Completed						
		M	T	W	Th	F	Sa	Su

Weekly cleaning and sanitising List all areas, equipment, etc to be cleaned once a week (or more regularly than daily) and identify the person responsible				Week starting ____ / ____ / ____		
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Checked by	Checked by	Checked by	Checked by	Checked by	Checked by	Checked by

Monthly cleaning and sanitising						Month: _____	
List all areas, equipment, etc to be cleaned monthly (or more regularly than weekly)							
Wk starting ____/____/____		Wk starting ____/____/____		Wk starting ____/____/____		Wk starting ____/____/____	
Monthly task	Resp person	Monthly task	Resp person	Monthly task	Resp person	Monthly task	Resp person
Checked by	Checked by	Checked by	Checked by	Checked by	Checked by	Checked by	Checked by

Quarterly / Yearly cleaning and sanitising			Year: _____	
List all areas, equipment, etc to be cleaned yearly (or more regularly than monthly)				
Task	Resp person	Date scheduled	Date completed	Checked by





Template 2

Approved suppliers list

Supplier No.	Details of supplier (Name, address, contact details)	Product Description	Contact details
<i>e.g. 1</i>	<i>Joes' Meat Supplies</i>	<i>Lunch meats (ham etc) Fresh chickens Meat pies</i>	<i>17 Johnson St, Brisbane Ph: 3000 4455 Fax: 3000 5533 Mobile: 0404 321 321</i>



Check/ask suppliers about the following:

- Presence of food allergens and other substances that may require declarations (eg. unpasteurised egg products, nuts, crustacea, genetically modified ingredients— see the Queensland Health publication Label Buster for more information)
- Are potentially hazardous foods are maintained at 5°C or below, or 60°C or above
- Are they licensed with the local government
- The name and address of the manufacturer or packer
- The name of the food and lot identification
- Date markings are within their 'Best Before' or 'Use-By' date
- Evidence of physical, chemical or pest contamination
- Clean delivery vehicle with no other material in the same area as the food.

Template 3

Incoming food checklist

Time	Date	Supplier No.	Product	Temp °C	Visual check	Accepted/ Rejected	Designated storage area	Corrective action	Checked by

Check:

- Cold foods – at or below 5°C
- Hot foods – at or above 60°C
- Frozen foods – Frozen hard (completely frozen and not showing signs of prior thawing)
- Use by date/Best before date (Foods past the use by date are prohibited from being sold. Foods past best before date can be sold provided the food is not damaged, deteriorated or perished)
- All packaging is intact (not damaged, deteriorated, perished)
- Labelling (name of food, name and address of supplier, lot identification)
- No contamination from pests(droppings, eggs, webs), chemicals or foreign objects (dirt, metal, hair)
- Eggs are stamped and not cracked or dirty.

Note: If you receive bulk orders that already have an itemised receipt, you may wish to attach the receipt (or a copy) to this record sheet and then complete only summary details in this record.





Template 4

Checklist for food handlers

As a food handler, you have certain legal obligations under the Food Safety Standards. These requirements are to help protect both your customers and yourself from potential foodborne illness. Please complete this checklist within one week of starting work with this food business. If you have any questions, ask the supervisor or contact the local government environmental health officer for advice.

Place your signature in each box once you have understood each section. It is important that you understand these obligations, so please ask for clarification from your supervisor if you require assistance.

Food handlers name: _____

Date: _____

Obligations	Food handler signature
<p>As a food handler, I must take all reasonable measures not to handle food or surfaces likely to come into contact with food in a way that is likely to compromise the safety and suitability of food.</p> <p><i>This means you should not sit or lie on preparation benches. It also refers to preventing cross contamination, for example, by not preparing salad items on the same cutting board used for cutting raw meat.</i></p>	
<p>As a food handler, if I have a condition or a symptom that indicates that I may be suffering from a foodborne disease, or if I know I am suffering from a foodborne disease, or that I am a carrier of a foodborne disease, whilst at work I must:</p> <ul style="list-style-type: none">• report this to my supervisor;• not engage in any handling of food where there is a likelihood that I might contaminate food as a result of the disease or condition; and• take all practicable measures to prevent food from being contaminated as a result of the disease or condition if my supervisor allows me to do other work on the food premises. <p>Symptoms of foodborne illness include: <i>Diarrhoea; Vomiting; Fever; Jaundice; Sore throat with fever</i></p> <p>A condition means: <i>an infected skin lesion (eg. infected skin sore, boil, acne, cut or abrasion) or any discharge from the ear, eye or nose due to an infection (eg. colds, flu, styes or other eye infections)</i></p>	
<p>As a food handler, I must notify my supervisor if I know or suspect that I may have contaminated any food that I have handled.</p> <p><i>If you drop food on the floor, cough or sneeze over food or contaminate the food in another way, report this to your supervisor. The food should then be disposed of and any required cleaning, including hand washing, should be undertaken before resuming food handling activities.</i></p>	

Obligations	Food handler signature
<p>As a food handler, when engaging in any food handling operation, I must:</p> <ul style="list-style-type: none"> • take all practicable measures to ensure my body, anything from my body, and anything I am wearing does not contaminate food or surfaces likely to come into contact with food; <p><i>This means that you should remove any jewellery, including rings, bracelets, earrings, facial rings or other jewellery that may fall off into food. If you do not want to remove the jewellery or are unable to, it should be covered with a brightly coloured protective bandage.</i></p> <ul style="list-style-type: none"> • take all practicable measures to prevent unnecessary contact with ready-to-eat food; • ensure my outer clothing is of a level of cleanliness that is appropriate for the handling of food that I am involved with; <p><i>You must always wear clean clothes to work and any protective clothing such as caps, aprons or gloves should only be worn in the food preparation area, never when leaving the premises to have a break, when smoking or when going to the toilet.</i></p> <ul style="list-style-type: none"> • cover any exposed bandages and dressings with highly visible waterproof coverings; • not eat over unprotected food or surfaces likely to come into contact with food; • not sneeze, blow or cough over unprotected food or surfaces likely to come into contact with food; • not spit, smoke or use tobacco or similar preparations in areas in which food is handled; and • always use the designated toilet facilities. 	
<p>As a food handler, I must wash my hands:</p> <ul style="list-style-type: none"> • whenever they are likely to be a source of contamination of food; • immediately before working with ready-to-eat food or after handling raw food; • immediately after using the toilet; • before commencing or re-commencing handling food; • immediately after smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating, drinking or using tobacco or similar substances; and • after touching my hair, scalp or a body opening. 	
<p>As a food handler, I must wash my hands in the manner described below:</p> <ul style="list-style-type: none"> • use hand washing facilities provided • thoroughly clean hands using soap or other effective means • use warm running water; and • thoroughly dry hands on single-use towels or in another way that is not likely to transfer pathogens to my hands 	



Template 5

Food handler training log

Use this template to record that all food handlers in your premises have read and understood their legal obligations outlined in Template 4 (checklist for food handlers).

Note: It is recommended that all new staff should complete the 'checklist for food handlers' within one week of commencing employment.

Name of food handler	Date started employment	Date completed checklist for food handlers	Name of supervisor reviewing checklist for food handlers